



BUSINESS SERVICE ASSISTANT (SPECIALIST)

Class Code: 4707 – Exam Code 3PB07

Department(s): Alcohol Beverage Control
Board of Equalization
California Public Employees Retirement System
California Public Utility Commission
California State Lottery
California Technology Agency
Department of Child Support Services
Department of Conservation
Department of Consumer Affairs
Department of Corporation
Department of Education
Department of Finance
Department of Forestry & Fire Protection
Department of Health Care Services
Department of Insurance
Department of Justice
Department of Motor Vehicle
Department of Parks and Recreation
Department of Public Health
Department of Rehabilitation
Department of Resources Recycling & Recovery
Department of State Hospitals
Department of Veterans Affairs
Franchise Tax Board
Office of Statewide Health Planning & Development

Opening Date: May 30, 2013
Final Filing Date: Scheduling dates set periodically
Type of Examination: Multi-Departmental Open
Salary: MONTHLY-RANGED-SALARY - \$2,495.00 to \$3,708.00
Tenure/Time-base: Permanent Full-time
Permanent Part-time
Permanent Intermittent
Limited Term Full-time
Limited Term Part-time
Limited Term Intermittent

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken the examination, you may not reapply for (12) months.

FILING INSTRUCTIONS

Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written exam date, additional self-scheduling dates and test locations will be posted.

Self-Scheduling Opens

Thursday, June 13, 2013, 11:00 AM

Written Exam Dates

Saturday, June 22, 2013

Location

Sacramento, CA

If you fail to appear for the examination as scheduled, you will not be able to reapply/reschedule for 6 weeks.

Additional self-scheduling dates and written test dates are forthcoming. Check this bulletin for further notice.

ON THE SELF-SCHEDULING DATE PLEASE GO TO THE TAKING THE EXAM SECTION OF THIS BULLETIN TO BEGIN AND COMPLETE THE SCHEDULING PROCESS.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

SALARY INFORMATION

A \$2,495.00 - \$3,034.00

B \$2,817.00 - \$3,426.00

C \$3,050.00 - \$3,708.00

Salary Description

ELIGIBLE LIST INFORMATION

An open merged list will be established by the California Department of Human Resources for use by the State departments listed on this examination bulletin. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 24 months

after it is established. Competitors may only take the Written Examination once during any 12 month period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Required Identification: Applicants must bring photo identification or two forms of signed identification to the written examination.

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

Pattern 1

One year of experience in the California state service performing duties comparable to those of an Office Assistant (General), Range B, or Management Services Assistant.

Or Pattern 2

One year of experience in a technical capacity with responsibility for one or a combination of business service activities such as accountability and maintenance of office and industrial equipment, major building maintenance, managing of major commercial properties, or fiscal management and accountability of office and industrial property. [Experience in California state service applied toward this requirement must include one year performing the duties of a class comparable to Office Assistant (General), Range B.]

POSITION DESCRIPTION

This is the entry, developmental and first (Specialist) working level in the series. While in a trainee capacity, incumbents work under close supervision and learn to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical and analytical business service work; or be assigned responsibility for one or more of the least complex business service functions which are Equipment and Supplies Management, Support Services and Building Maintenance. (Analytical business service work performed at this level is described as that which would otherwise be appropriate for a Management Services Technician.)

Positions at this level are nonsupervisory but may serve as lead over lower level clerical and other staff. Positions are permanently allocated to this class when the major portion of the duties does not include independent responsibility for the more difficult and complex assignments found at the Business Service Officer I (Specialist) level.

EXAMINATION INFORMATION

WRITTEN TEST – Weighted 100%

The examination will consist of a written test, multiple choice, and weighted 100%. To obtain a position on the eligible list, a minimum score of 70% must be attained. The written test is designed to evaluate a candidate's knowledge in the areas of:

(1) Arithmetic Calculations

This test section is designed to assess your knowledge and skill in solving a variety of arithmetic computations.

(2) Data Accuracy

This test is designed to assess your accuracy in assessing, organizing, and reviewing data and information.

(3) Written Communication

This test section is designed to assess your knowledge and skill in written communication, such as grammar, punctuation, spelling, sentence structure and word usage.

This examination will also allow for the use of calculators, and these will be issued to the candidate on the written test date by the California Department of Human Resources. The use of a candidate's personal calculator will not be permitted.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. English grammar and punctuation
2. Standard filing practices
3. Basic mathematics

B. Ability to:

1. Ability to properly use English (e.g. grammar, punctuation, sentence structure) to proofread, prepare, and edit written materials.
2. Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
3. Ability to organize information using various filing systems (e.g. alphabetical, numerical, categorical) to facilitate the filing and retrieval of materials and records.
4. Ability to perform basic mathematical calculations (e.g. addition, subtraction, division, multiplication) to calculate numerical data (e.g. budgeting, pricing, time keeping).
5. Ability to accurately review procurements for content, feasibility, and formatting to ensure orders are correct.
6. Ability to comprehend written instructions in order to carry out assigned tasks.
7. Ability to read and comprehend written materials (e.g. reports, memos, letters) to apply information and determine appropriate courses of action.
8. Ability to maintain attention to detail and accuracy when counting, reviewing work, balancing monies, and documenting transactions.
9. Ability to organize systems, processes, materials, and equipment in a systematic and methodical fashion.

VETERANS' PREFERENCE POINTS

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through the California Department of Human Resources. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for

veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources (CalHR)

Attn: Examination Services

1515 "S" Street, North Bldg Ste. 400

Sacramento, CA 95811

1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to print his/her "Notice to Appear" and present the notice on the date, time, and location of the test date.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant.

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must select the appropriate box on the self-scheduling examination and will be contacted by the testing department.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Bulletin Release Date: This examination bulletin was released and posted on www.jobs.ca.gov on May 30, 2013. Last updated on May 29, 2013.

Security and Confidentiality of Examination: Pursuant to Government Code Section 19860. "It is unlawful for any person: (a) Willfully by himself or in cooperation with another person to defeat, deceive, or obstruct any person with respect to his right of examination, application, or employment under this part or board rule. (b) Willfully and falsely to mark, grade, estimate, or report upon the examination or proper standing of any person examined or certified under this part or board rule, or to aid in so doing, or make any false representation concerning the same or the person examined. (c) Willfully to furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person examined, certified or to be examined or certified under this part or board rule."

Pursuant to Government Code 19681. "It is unlawful for any person: (a) To practice any deception or fraud with regard to his identity in connection with any examination, application, or request to be examined. (b) To obtain examination questions or other examination material except by specific authorization either before, during, or after an examination or use or purport to use any such examination questions or materials for the purpose of instructing or coaching or preparing candidates for examinations. (c) To use any unfair means to cause or attempt to cause any eligible to waive any rights obtained under this part."

TAKING THE EXAM

You must schedule yourself to participate in this written examination. Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written exam date, additional self-scheduling dates and test locations will be posted.

<u>Self-Scheduling Opens</u>	<u>Written Exam Dates</u>	<u>Location</u>
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[CLICK HERE to self-schedule the Business Service Assistant \(Specialist\) written exam.](#)

The link above will not be active until June 13, 2013 at 11:00 AM.